EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	414	705/50-79. ccls. and 705/1.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/01/29 07:23

1/29/2009 7:26:51 AM
C:\Documents and Settings\jcoppola\My Documents\1_EXAM\Applications Examined\09\09543049\09543049.wsp

Dear Examiner COPPOLA —

Below are results from the search you requested on **Application 09/543049,** from the Dialog databases, unless otherwise noted.

The results are in our regular format, which begins first with a search for the inventors' own works in both patent literature (mostly foreign) and in general non-patent literature, without date-limitation, and the results then proceed to searches and results which are directed at, and comprised of, the prior art and related subject-matter which were found in those same sets of mostly foreign patent literature and non-patent literature.

For ease of use, results that appear of perhaps most direct relevance are highlighted in yellow and red. Further, those highlighted results are also marked with a double tilde (~~) so that if you use the "Find" function under the Edit menu of Word, you can search for ~~ and you will be taken right to those selected results.

But please note also, it is essential to examine all results here, and any others that may also accompany this set, since the highlighting is merely a set of suggestions designed simply to aid, and not substitute for, the necessary full review of all results.

Matthew Hogan
Technical Information Specialist
EIC 3600 -- Knox 4B71
ASRC Management Services
USPTO Contractor
x26674
matthew.hogan@uspto.gov

Patent Literature –Inventor Searches

```
Set      Items    Description
S1          12    S AU=(POMERANCE, B? OR POMERANCE B?)
S2          12    IDPAT S1 (sorted in duplicate/non-duplicate order)
S3           8    IDPAT S1 (primary/non-duplicate records only)
```

RESULTS: Patent Literature – Inventor Search

1/3K/1 (Item 1 from file: 348) **Links**
  Fulltext available through: Order File History
EUROPEAN PATENTS
02498852
MOVIE ADVERTISING PLACEMENT OPTIMIZATION AND PLAYBACK TECHNIQUES AND CONTENT TRACKING FOR MOVIE SEGMENT BOOKMARKS
TECHNIQUES D'OPTIMISATION DE MISE EN PLACE ET DE LECTURE D'ANNONCES PUBLICITAIRES DANS DES FILMS ET SUIVI DU CONTENU DE SIGNETS DE SEGMENTS DE FILMS

Patent Assignee:

• **Micronets, Inc.;** (8542720)
    43 West 24 Street, Floor 2; New York, NY 10010; (US)
    (Applicant designated States: all)

Inventor:

• **GILLEY, Thomas S.**
    43 West 24 Street Floor 2; New York, NY 10010; (US)

• **HOFFERT, Eric S.**
    43 West 24 Street Floor 2; New York, NY 10010; (US)

• **NASSAR, Rabih**
    43 West 24 Street Floor 2; New York, NY 10010; (US)

• **POMERANCE, Brenda**
    43 West 24 Street 2 Floor; New York, NY 10010; (US)

• **POP, Razvan**
    43 West 24 Street 2 Floor; New York, NY 10010; (US)

• **SOUKUP, Paul**
    43 West 24 Street Floor 2; New York, NY 10010; (US)

• ...US)
    ; ;

• **POMERANCE, Brenda...**
    ; ;

	Country	Number	Kind	Date
	WO	2008057444		20080515
Application	EP	2007861664		20071102
	WO	2007US23185		20071102
Priorities	US	592901		20061103
	US	713116		20070227
	US	713115		20070227

1/3K/2 (Item 2 from file: 348) **Links**
   Fulltext available through: Order File History
EUROPEAN PATENTS
02180604
DECISION SUPPORT SYSTEM FOR LITIGATION EVALUATION
SYSTEME DE PRISE EN CHARGE DE DECISION POUR EVALUATION D'UN LITIGE

Patent Assignee:

- **Dodell, Herbert**; (7689580)
   28958 Medea Mesa Road; Agoura CA 91301; (US)
   (Applicant designated States: all)

- **Pomerance, Brenda;** (7689570)
   260 West 52 St Suite 27B; New York NY; (US)
   (Applicant designated States: all)

Inventor:

- **Dodell, Herbert**
   28958 Medea Mesa Road; Agoura CA 91301; (US)

- **Pomerance, Brenda**
   260 West 52 St Suite 27B; New York NY; (US)

- **...US)**
   ; ;

- **Pomerance, Brenda...**
   ; ;

	Country	Number	Kind	Date
	WO	2006110674		20061019
Application	EP	2006740823		20060411
	WO	2006US13350		20060411
Priorities	US	103250		20050411

Designated States:

1/3K/3 (Item 3 from file: 348) **Links**
   Fulltext available through: Order File History
EUROPEAN PATENTS
01365692
AUTOMATED COMPLAINT MANAGEMENT SYSTEM
SYSTEME AUTOMATISE DE GESTION DE PLAINTES

Patent Assignee:

- **Pomerance, Brenda;** (3904990)
   260 West 52 Street, Apartment 27B; New York, NY 10019; (US)
   (Applicant designated States: all)

Inventor:

- **Pomerance, Brenda**
  260 West 52 Street, Apartment 27B; New York, NY 10019; (US)
- **Pomerance, Brenda...**
  ; ;

	Country	Number	Kind	Date
	WO	2001077945		20011018
Application	EP	2001920927		20010402
	WO	2001US10722		20010402
Priorities	US	543049		20000405
	US	203705	P	20000511
	US	216222	P	20000705
	US	793687		20010226
	US	817072		20010326

1/3K/6 (Item 3 from file: 349) <u>Links</u>
   Fulltext available through: Order File History
PCT FULLTEXT
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00844335
AUTOMATED COMPLAINT MANAGEMENT SYSTEM
SYSTEME AUTOMATISE DE GESTION DE PLAINTES

Patent Applicant/Inventor:

- **POMERANCE Brenda**
  260 West 52 St., Apartment 27B, New York, NY 10019; US; US(Residence);
  US(Nationality)
- **POMERANCE Brenda...**

	Country	Number	Kind	Date
Patent	WO	200177945	A1	20011018
Application	WO	2001US10722		20010402
Priorities	US	2000543049		20000405
	US	2000203705		20000511
	US	2000216222		20000705
	US	2001793687		20010226
	US	2001817072		20010326

Fulltext word count: 19312

1/3,K/10 (Item 4 from file: 350) <u>Links</u>
   Fulltext available through: Order File History

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0016291324 & & *Drawing available*
WPI Acc no: 2007-007489/200701
XRPX Acc No: N2007-005298
Pre-litigation case process deciding method, involves receiving information about case from claimant at computer, and processing case based on comparison that is selected by computer
Patent Assignee: DODELL H (DODE-I); POMERANCE B (POME-I)
Inventor: DODELL H; **POMERANCE B**

Patent Family (3 patents, 111 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20060229999	A1	20061012	US 2005103250	A	20050411	200701	B
WO 2006110674	A2	20061019	WO 2006US13350	A	20060411	200701	E
WO 2006110674	A3	20071101	WO 2006US13350	A	20060411	200774	E

...Inventor: **POMERANCE B** Original Publication Data by AuthorityArgentinaPublication No. ...Inventor name & address:Pomerance, Brenda... ...**POMERANCE, Brenda**

1/3,K/11 (Item 5 from file: 350) **Links**
    Fulltext available through: Order File History
Derwent WPIX
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0015212938 & & *Drawing available*
WPI Acc no: 2005-562963/200557
XRPX Acc No: N2005-461581
Method for resolving dispute related to pre-existing agreement during transaction, involves presenting information related to request through computerized system, to respondent in cultural context different from context of initiator
Patent Assignee: EBAY INC (EBAY-N)
Inventor: FEMENIA N; **POMERANCE B**

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20050171917	A1	20050804	US 2000711578	A	20001113	200557	B
			US 20044699	A	20041203		

Priority Applications (no., kind, date): US 2000711578 A 20001113; US 20044699 A 20041203

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes

5

US 20050171917	A1	EN	11	3	Continuation of application	US 2000711578

...Inventor: **POMERANCE B** Original Publication Data by AuthorityArgentinaPublication No. ...Inventor name & address:**Pomerance, Brenda**

1/3,K/12 (Item 6 from file: 350) <u>Links</u>
   Fulltext available through: <u>Order File History</u>
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0011159961 & & *Drawing available*
WPI Acc no: 2002-097360/200213
XRPX Acc No: N2002-071973
Method for automated resolution of complaint from complainer against party by detecting lack of agreement between complainer and party, and automatically mediating between them to resolve complaint without human mediator
Patent Assignee: POMERANCE B (POME-I)
Inventor: **POMERANCE B**

<div align="center">Patent Family (5 patents, 92 & countries)</div>

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 2001077945	A1	20011018	WO 2001US10722	A	20010402	200213	B
AU 200147933	A	20011023	AU 200147933	A	20010402	200213	E
US 20010044729	A1	20011122	US 2000543049	A	20000405	200213	E
			US 2000203705	P	20000511		
			US 2000216222	P	20000705		
			US 2001793687	A	20010226		
			US 2001817072	A	20010326		
US 20020010591	A1	20020124	US 2000543049	A	20000405	200214	E
			US 2000203705	P	20000511		
			US 2000216222	P	20000705		
			US 2001793687	A	20010226		
US 7343295	B2	20080311	US 2000543049	A	20000405	200820	E
			US 2000203705	P	20000511		
			US 2000216222	P	20000705		
			US 2001793687	A	20010226		

Inventor: **POMERANCE B** Original Publication Data by AuthorityArgentinaPublication No. Inventor name & address:**Pomerance, Brenda**... ...**Pomerance, Brenda**... ...**Pomerance, Brenda**... ...**POMERANCE, Brenda**

?

NON-Patent Literature – Inventor Search

[File 15] **ABI/Inform(R)** 1971-2009/Jan 15
(c) 2009 ProQuest Info&Learning. All rights reserved.

[File 9] **Business & Industry(R)** Jul/1994-2009/Jan 14
(c) 2009 Gale/Cengage. All rights reserved.

[File 610] **Business Wire** 1999-2009/Jan 16
(c) 2009 Business Wire. All rights reserved.
*File 610: File 610 now contains data from 3/99 forward. Archive data (1986-2/99) is
available in File 810.*

[File 810] **Business Wire** 1986-1999/Feb 28
(c) 1999 Business Wire . All rights reserved.

[File 275] **Gale Group Computer DB(TM)** 1983-2009/Dec 25
(c) 2009 Gale/Cengage. All rights reserved.

[File 624] **McGraw-Hill Publications** 1985-2009/Jan 16
(c) 2009 McGraw-Hill Co. Inc. All rights reserved.

[File 621] **Gale Group New Prod.Annou.(R)** 1985-2009/Dec 16
(c) 2009 Gale/Cengage. All rights reserved.

[File 636] **Gale Group Newsletter DB(TM)** 1987-2009/Dec 29
(c) 2009 Gale/Cengage. All rights reserved.

[File 613] **PR Newswire** 1999-2009/Jan 16
(c) 2009 PR Newswire Association Inc. All rights reserved.
*File 613: File 613 now contains data from 5/99 forward. Archive data (1987-4/99) is
available in File 813.*

[File 813] **PR Newswire** 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc. All rights reserved.

[File 16] **Gale Group PROMT(R)** 1990-2009/Dec 29
(c) 2009 Gale/Cengage. All rights reserved.
File 16: Because of updating irregularities, the banner and the update (UD=) may vary.

[File 160] **Gale Group PROMT(R)** 1972-1989
(c) 1999 The Gale Group. All rights reserved.

[File 634] **San Jose Mercury** Jun 1985-2009/Jan 15
(c) 2009 San Jose Mercury News. All rights reserved.

[File 148] **Gale Group Trade & Industry DB** 1976-2009/Jan 05
(c) 2009 Gale/Cengage. All rights reserved.
File 148: The CURRENT feature is not working in File 148. See HELP NEWS148.

[File 20] **Dialog Global Reporter** 1997-2009/Jan 16
(c) 2009 Dialog. All rights reserved.

[File 35] **Dissertation Abs Online** 1861-2008/Nov

[File 583] **Gale Group Globalbase(TM)** 1986-2002/Dec 13
File 583: This file is no longer updating as of 12-13-2002.

[File 65] **Inside Conferences** 1993-2009/Jan 16

[File 2] **INSPEC** 1898-2009/Nov W5

[File 474] **New York Times Abs** 1969-2009/Jan 15

[File 475] **Wall Street Journal Abs** 1973-2009/Jan 16

[File 99] **Wilson Appl. Sci & Tech Abs** 1983-2009/Dec

[File 256] **TecInfoSource** 82-2009/Dec

```
Set     Items   Description
S1         67   S AU=(POMERANCE, B? OR POMERANCE B?)
S2          0   S S1 AND (DISPUTE? OR COMPLAINT? OR INTERACTION?)
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Patent Literature – Non Full Text Subject Searches

```
Set     Items   Description
S1    4082879   S (COMPLAINT? OR PROBLEM? OR DISPUT? OR GRIEVANCE? OR
GRIPE? OR PROTEST OR PROTESTS)(3N)(RESOL? OR SOLV? OR SOLUTION OR
PROCESS? OR SYSTEM? ? OR CHANNEL? OR DESK? ? OR COUNTER? ? OR PROCEDUR?
OR MEDIAT? OR INTERVENTION OR MANAG? OR HANDL? OR RECEIV? OR RECEPT? )
S2     109149   S ((AUTOMAT? OR COMPUTER? OR INTERNET? OR NETWORK? OR
INTERACTIVE OR INTERFACE OR ELECTRONIC OR SOFTWARE OR MICROPROCESSOR?
OR PROCESSOR? OR CYBER? OR MACHINE)(4N)S1) OR ECOMPLAIN?
S3        732   S (RECEIV? OR RECEPTION OR INPUT??? OR INTAK? OR
ACCEPT? OR READ? OR ENTER?)(4N)(COMPLAINT? OR PROBLEM? OR DISPUT? OR
GRIEVANCE? OR GRIPE? OR PROTEST OR PROTESTS)
S4       2863   S (REMED? OR SOLUTION? ? OR FIX OR FIXES OR SOLV? OR
RESOLUT? OR RESOLV?)(5N)(SELECT? OR DECID? OR DECISION OR CALCULAT?
OR ASSESS? OR CHOOS? OR CHOICE? OR COMPUTE OR COMPUTING OR COMPUTES OR
COMPUTED )
S5        616   S (REMED? OR SOLUTION OR FIX OR FIXES OR SOLV? OR
RESOLUT? OR RESOLV?)(5N)(SUGGEST? OR PROPOS? OR ADVANCE OR ADVANCES
OR ADVANCING OR OFFER? OR PUT?()FORWARD OR RECOMMEND? OR SUBMI?)
S6         20   S S4(4W)S3
S7         22   S S4(4W)S5
S8         19   S S7 NOT S6
S9         14   S S8 NOT AY>2001
S10        25   S S4(4N)S3
S11         5   S S10 NOT S6
S12         2   S S11 NOT AY>2001
S13       221   S S1(3N)S5
S14       165   S S13 NOT AY>2000
S15         9   S S14(S)S4
S16         2   S S15 NOT (S6 OR S7 OR S10)
```

RESULTS: Patent Literature – Non Full Text Subject Search

6/3,K/15 (Item 15 from file: 350) **Links**
  Fulltext available through: Order File History
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0010555373 & & *Drawing available*
WPI Acc no: 2001-158956/200116
XRPX Acc No: N2001-115857
**Non-judicial dispute resolution management system for insurance company, claims
department, has electronic architecture to receive, sort and store data related to dispute
between several adverse parties**
Patent Assignee: CLICKNSETTLE.COM INC (CLIC-N); KOLIKENSAT DAKANG CO
(KOLI-N); NAM CORP (NAMN-N)
Inventor: ISRAEL R; SPECHT W F

Patent Family (9 patents, 91 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 2000068865	A1	20001116	WO 2000US13111	A	20000511	200116	B
AU 200051323	A	20001121	AU 200051323	A	20000511	200117	E
BR 200010506	A	20020213	BR 200010506	A	20000511	200220	E
			WO 2000US13111	A	20000511		
CN 1352777	A	20020605	CN 2000807332	A	20000511	200261	E
EP 1242960	A1	20020925	EP 2000935938	A	20000511	200271	E
			WO 2000US13111	A	20000511		
JP 2002544601	W	20021224	JP 2000616573	A	20000511	200313	E
			WO 2000US13111	A	20000511		
US 6766307	B1	20040720	US 1999133441	P	19990511	200448	E
			US 1999141650	P	19990629		
			US 1999145158	P	19990722		
			US 1999146677	P	19990802		
			US 1999156169	P	19990927		
			US 2000177133	P	20000120		
			US 2000568674	A	20000511		
AU 771486	B2	20040325	AU 200051323	A	20000511	200454	E
US 20040210540	A1	20041021	US 1999133441	P	19990511	200470	E
			US 1999141650	P	19990629		
			US 1999145158	P	19990722		
			US 1999146677	P	19990802		
			US 1999156169	P	19990927		
			US 2000177133	P	20000120		
			US 2000568674	A	20000511		
			US 2004842766	A	20040511		

Alerting Abstract ... and new data network generated during a dispute resolution process. A

reckoning module executes a **selected resolution** process based on the **received dispute** resolution data and transmits the generated data during resolution process to the management module...

9/3,K/13 (Item 2 from file: 350) **Links**
  Fulltext available through: Order File History
Derwent WPIX
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0007632704 & & *Drawing available*
WPI Acc no: 1996-251294/199625
XRPX Acc No: N1996-211226
Expert system for interactive assistance in health care management - searches topical library to identify information relevant to description of medical condition and proposed procedure, to assist user in assessing proposed solution
Patent Assignee: AETNA LIFE & CASUALTY CO (AETN-N)
Inventor: HELD J; HIGGINS B; MCANDREW P D; POTASH D L; WAYAND J

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 5517405	A	19960514	US 1993136649	A	19931014	199625	B

...identify information relevant to description of medical condition and proposed procedure, to assist user in assessing proposed solution Alerting Abstract ...is available in either a full text or synopsis format, to assist a user in **assessing** the appropriateness of the proposed **solution**. Original Publication Data by Authority**ArgentinaPublication No.** ...**Original Abstracts:**is available in either a full text or synopsis format, to assist a user in **assessing** the appropriateness of **the proposed solution. An inference engine provides** a **recommendation** to the user **as** to the appropriateness of the proposed solution based on information entered via the user interface...

9/3,K/12 (Item 1 from file: 350) **Links**
  Fulltext available through: Order File History
Derwent WPIX
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0011104909 & & *Drawing available*
WPI Acc no: 2002-040794/200205
Related WPI Acc No: 2000-061738; 2001-615581; 2002-627077; 2008-A16979
XRPX Acc No: N2002-030260
Computer network collaboration method for network users, involves consolidating statements selected from modified narrowed group of proposals into final proposed solution for problem

11

Patent Assignee: FERGUSON B (FERG-I)
Inventor: FERGUSON B

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20010042056	A1	20011115	US 1996657984	A	19960604	200205	B
			US 1999416143	A	19991012		

Original Publication Data by AuthorityArgentina**Publication No. ...Original Abstracts:**the modified sets of statements of the modified narrowed group of proposals, and consolidating the **selection** of statements into a proposed **solution** for the problem. ...**Claims:**second sets of statements of the modified narrowed group of proposals; and j) consolidating the **selections** of statements into a proposed **solution** for the problem.

Patent Literature Full Text – Subject Search

```
Set      Items   Description
S1        4716   S (COMPLAINT? OR ARGUMENT? OR DISPUT? OR GRIEVANCE? OR
GRIPE? OR PROTEST OR PROTESTS)(3N) (RESOL? OR SOLV? OR SOLUTION OR
PROCESS? OR SYSTEM? ? OR CHANNEL? OR DESK? ? OR COUNTER? ? OR PROCEDUR?
OR MEDIAT? OR INTERVENTION OR MANAG? OR HANDL? OR RECEIV? OR RECEPT? )
S2         651   S ((AUTOMAT? OR COMPUTER? OR INTERNET? OR NETWORK? OR
INTERACTIVE OR INTERFACE OR ELECTRONIC OR SOFTWARE OR MICROPROCESSOR?
OR PROCESSOR? OR CYBER? OR MACHINE)(4N)S1) OR ECOMPLAIN?
S3         165   S (PREPAR? OR OUTPUT? OR WRIT? OR ORGANIZ? OR SYSTEMAT?
OR LIST???.OR PRESENT?)(4N)(COMPLAINT? OR ARGUMENT? OR DISPUT? OR
GRIEVANCE? OR GRIPE? OR PROTEST OR PROTESTS)
S4         228   S (RECEIV? OR RECEPTION OR INPUT??? OR INTAK? OR
ACCEPT? OR READ? OR ENTER?) (4N)(COMPLAINT? OR PROBLEM? OR DISPUT? OR
GRIEVANCE? OR GRIPE? OR PROTEST OR PROTESTS)
S5         111   S (REMED? OR SOLUTION? ? OR FIX OR FIXES OR SOLV? OR
RESOLUT? OR RESOLV?) (5N) (SELECT? OR DECID? OR DECISION OR CALCULAT?
OR ASSESS? OR CHOOS? OR CHOICE? OR COMPUTE OR COMPUTING OR COMPUTES OR
COMPUTED )
S6          91   S (REMED? OR SOLUTION OR FIX OR FIXES OR SOLV? OR
RESOLUT? OR RESOLV?) (5N) (SUGGEST? OR PROPOS? OR ADVANCE OR ADVANCES
OR ADVANCING OR OFFER? OR PUT?()FORWARD OR RECOMMEND? OR SUBMI?)
S7           6   S S6(4W)S4
S8           1   S S7 NOT AY>2001
S9           6   S S6(4N)S4
S10          0   S S9 NOT S7
S11          0   S S1(4N)(NONHUMAN OR NON()HUMAN)
S12         68   S S3 NOT AY>2000
S13         15   S S12(S)S4
S14         10   S S5(4W)S6
S15          5   S S14 NOT AY>2000
S16         72   S S4 NOT AY>2000
S17         39   S S16(4N)S2
```

13/3K/14 (Item 14 from file: 349) <u>Links</u>
  Fulltext available through: <u>Order File History</u>
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00343984
METHOD AND APPARATUS FOR HANDLING A COMPLAINT
PROCEDE ET APPAREIL POUR TRAITER DES RECLAMATIONS

Patent Applicant/Patent Assignee:

• **SLOO Marshall A**

Inventor(s):

• **SLOO Marshall A**

	Country	Number	Kind	Date
Patent	WO	9626496	A1	19960829
Application	WO	96US2650		19960222
Priorities	US	95392053		19950222

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)
AL, AM, AT, AU, AZ, BB, BG, BR, BY, CA,
CH, CN, CZ, DE, DK, EE, ES, FI, GB, GE,
HU, IS, JP, KE, KG, KP, KR, KZ, LK, LR,
LS, LT, LU, LV, MD, MG, MK, MN, MW, MX,
NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI,
SK, TJ, TM, TR, TT, UA, UG, US, UZ, VN,
KE, LS, MW, SD, SZ, UG, AZ, BY, KG, KZ,
MD, RU, TJ, TM, AT, BE, CH, DE, DK, ES,
FR, GB, GR, IE, IT, LU, MC, NL, PT, SE,
BF, BJ, CF, CG, CI, CM, GA, GN, ML, MR,
NE, SN, TD, TG

Publication Language: English
Filing Language:
Fulltext word count: 5872

Detailed Description:

...some are not, and
a vendor's reputation can be needlessly harmed by
unanswered, unfounded **complaints,**

Additionally, consumer **complaint organizations**
are typically local or regional organizations without ties
to one another, Accordingly, the methods used for
resolving **complaints** vary among the **organizations,**
resulting in inconsistent handling of consumer complaints,
In view of the foregoing, there is a... ...outlined above and provides an improved method and
apparatus for handling, processing, and resolving a
complaint, More particularly, the **present** invention
provides a method and apparatus for handling a complaint
that allows consumers to lodge... ...The central computer is
preferably a microcomputer operable for performing all the
steps in the **complaint** handling method including **receiving**
a **complaint,** notifying the subject of the complaint of the
receipt of the **complaint, receiving** a response f rom the
subject of the complaint, posting the complaint and
associated response...now to the drawings, Fig. 1 illustrates
preferred complaint handling apparatus 10 for implementing
the **complaint** handling method of the **present** invention.

Complaint handling apparatus 10 is preferably coupled with
a plurality of access terminals 12 by communications... ...10 includes conventional memory,
input
and output ports, and a modem, and is operable for
receiving, storing and retrieving a **complaint** and a
response thereto,
Access terminals 12 are provided for users to
enter complaints and responses for delivery to complaint
handling apparatus 10 and for **receiving** transmissions from
complaint handling apparatus 10, Access terminals 12
preferably include conventional memory, input and output
ports,, and a modem, and are operable for **receiving** and
transmitting **complaints** to **complaint** handling apparatus
10, Access terminals 12 are preferably personal computers
such as IBM compatible microcomputers... ...12 to complaint handling
apparatus 10,
Those skilled in the art will appreciate that
the **complaint** handling method of the **present** invention is
applicable to virtually all types of hardware and
preferred complaint handling apparatus lor... ...14 as described
herein are merely illustrative of the preferred embodiment
of the invention,
The **complaint** handling method of the **present**
invention is implemented in the form of a computer program
for operating complaint handling apparatus 10. The
computer program is preferably stored in the **read**-only
memory (ROM) of **complaint** handling apparatus 10, but may
also be stored in the hard drive memory of apparatus... ...are preferably stored in the hard
drive
memory of apparatus 10,

The method of the **present** invention handles user
complaints,, messages and responses, The complaint or
message may concern products including goods, classes of
goods...to the main menu of options.

Fig, 2B illustrates the complaint registration
step of the **complaint** handling method of the **present**
invention. If the "Register a Complaint" option is
selected at step 200, the program proceeds... ...at Fig. 2C as described below,
Step 202 of Fig, 2B prompts the user to **enter**
his or her **complaint**. The preferred program prompts the
entry of a detailed description of the complaint, the
action...

13/3K/11 (Item 11 from file: 349) **Links**
    Fulltext available through: Order File History
PCT FULLTEXT
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00755455
SYSTEM AND METHOD FOR PROVIDING COMPLETE NON-JUDICIAL
DISPUTE RESOLUTION MANAGEMENT AND OPERATION
SYSTEME ET PROCEDE DE GESTION ET DE MISE EN OEUVRE COMPLETES DE
RESOLUTION NON JUDICIAIRE DE LITIGES

Patent Applicant/Patent Assignee:

- **NAM CORPORATION**
    Suite 336, 1010 Northern Boulevard, Great Neck, NY 11021; US; US(Residence);
    US(Nationality)

Inventor(s):

- **ISRAEL Roy**
    63 Shelter Lane, Roslyn Heights, NY 11577; US

- **SPECHT Willem F**
    Apartment 2G, 125 South Bayview Avenue, Freeport, NY 11520; US

Legal Representative:

- **BARON Ronald J**
    Hoffmann & Baron, LLP, 6900 Jericho Turnpike, Syosset, NY 11791; US;

	Country	Number	Kind	Date
Patent	WO	200068865	A1	20001116
Application	WO	2000US13111		20000511
Priorities	US	99133441		19990511
	US	99141650		19990629
	US	99145158		19990722

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	US	99146677 .		19990802
	US	99156169		19990927
	US	2000177133		20000120

Detailed Description:

...dispute resolution separately (another aspect of it is the electronic architecture for managing non-judicial **dispute** resolution).

Furthermore, the **present** invention includes the concept of maintaining an on-line real-time updated database for managing non-judicial dispute resolutions which includes the management module configured as described above, e. to **receive**, sort and store **dispute** resolution data and to provide internal continuous compilation of the data into searchable records. This... ...an electronic architecture as fully described hereiribefore.

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Another aspect of the method of the **present** invention includes managing nonjudicial **disputes** by providing an accessible architecture set forth above, **receiving dispute** resolution data from one or more of the parties, storing the data and prompting the... ...levels of identification and use.

Thus, a party inputs data corresponding to a non-judicial **dispute** resolution, the system sorts, organizes and ...of non-judicial dispute resolution procedures. The system also allows users of the system to **organize** data corresponding to multiple **disputes**, manage that data into a form selected by the user, and generate reports based on the data from one or more **disputes** that have been **input** into the system to which they are a party. In a preferred embodiment, the **present** system allows parties to **disputes** to effectively and efficiently **input**, sort, orpranize and manage the data corresponding to disputes, and resolve disputes via the internet...of the non-judicial dispute resolution procedures.~~ The architecture 3 allows the parties to a **dispute** to **input** the data relevant to the **dispute**, **organize**, compile and store the data, query the data, update the data with any additional data...addition to adding and negotiating a dispute as described above, may also manage the data **entered** for a **dispute** and the new data generated during ...on the "Browse Disputes" icon 42 on the Program User Page to access the Browse **Disputes List**. Preferably, the Browse **Disputes List** is displayed to the Program User as sorted by Dispute Status.

The system, however, can... Only Access
If the opposing party is not registered and only wishes to settle the **dispute** with the **present** system, they simply **enter** both the access and **dispute** codes for the particular dispute they wish to negotiate and select "settle-only" access.

36... ...later date.

Thereafter, the management module will send all dispute resolution data corresponding to the **input** access and **dispute** codes to the reckoning module. Since a 0¨ responding party choosing to utilize the settle... ...settle only access user. This display will notify the settle only access user of the **present** status of the **dispute**, any recent activity, etc. For example, if the dispute has already expired or has been... ...by the system. Additionally,

17

the system will list any dates and amounts of demands/offers **entered** for the **dispute**, if any, and the settlement date and amount in the event the dispute was resolved... ...code and dispute code, the

management module sends all dispute resolution data corresponding to the **input** access and **dispute** codes to the reckoning module. The system will display all relevant information regarding the dispute to the parties. For example, the display will notify the parties of the **present** status of the **dispute**, any recent activity, etc. For 1 5 example, if the dispute has already expired or... ...by the system. Additionally, the system will list any dates and amounts of demands/offers **entered** for the **dispute**, if any, and the settlement date and amount in the event ...accordingly. The system employs a method for notifying the user of the status of the **dispute** by **organizing** the **disputes entered** into the system into certain color-coded categories. For example, those disputes highlighted in yellow... ...and that the dispute will expire within ten (IO) days if not settlement is reached; **disputes listed** in red indicate that the opposing party was the last party to enter a demand... ...that the dispute expires within ten (I 0) days if no settlement is reached; and **disputes listed** in blue indicate to the user that the opposing I 0 party was the last...

13/3K/1 (Item 1 from file: 349) <u>**Links**</u>
   Fulltext available through: <u>Order File History</u>
PCT FULLTEXT

00806392
TECHNOLOGY SHARING DURING ASSET MANAGEMENT AND ASSET TRACKING IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT AND METHOD THEREOF
PARTAGE TECHNOLOGIQUE LORS DE LA GESTION ET DU SUIVI DU PARC INFORMATIQUE DANS UN ENVIRONNEMENT DU TYPE CHAINE D'APPROVISIONNEMENT RESEAUTEE, ET PROCEDE ASSOCIE

Patent Applicant/Patent Assignee:

• **ACCENTURE LLP**
   1661 Page Mill Road, Palo Alto, CA 94304; US; US(Residence); US(Nationality)

Inventor(s):

• **MIKURAK Michael G**
   108 Englewood Blvd., Hamilton, NJ 08610; US

Legal Representative:

• **HICKMAN Paul L(agent)**
   Oppenheimer Wolff & Donnelly, LLP, 38th Floor, 2029 Century Park East, Los Angeles, CA 90067-3024; US;

	Country	Number	Kind	Date

Patent	WO	200139086	A2	20010531
Application	WO	2000US32310		20001122
Priorities	US	99444653		19991122
	US	99447623		19991122

Detailed Description:

...proxy services, managing load balancing such as spreading tasks among servers and rerouting data around **problems**. The capability to reroute data around problems includes identify!ng and automatically bypassing an unavailable...session, presentation, and application layers, from lowest to highest layer.

X.25 is an interface **organized** as a three-layered architecture for connecting data terminals, computers, and other user systems or...and the Customer Quality of service Managernent Process 1302. It is responsible for recciving service **complaints** from custorners, resolve them to the custorner's satisfaction and provide rneaningful
73
status on...

13/3K/3 (Item 3 from file: 349) **Links**
  Fulltext available through: Order File History
PCT FULLTEXT
00792509
INTERNET ENABLED THIRD PARTY HUMAN RESOURCES COMPUTER SYSTEM AND METHOD
SYSTEME ET TECHNIQUE INFORMATIQUE VIA INTERNET FAISANT APPEL A UNE TIERCE PARTIE EN CAS DE PLAINTE DU PERSONNEL

Patent Applicant/Patent Assignee:

* **KAREN SMITH KIENBAUM & ASSOC**
    440 E. Congress, 4th Floor, Detroit, MI 48226-2917; US; US(Residence); US(Nationality); (For all designated states except: US)

Patent Applicant/Inventor:

* **KIENBAUM Karen Smith**
    6 Jefferson Court, Grosse Pointe Park, MI 48230-1904; US; US(Residence); US(Nationality)

Legal Representative: -

* **RENKE Robert P(et al)(agent)**
    Artz & Artz, P.C., 28333 Telegraph Road, Suite 250, Southfield, MI 48034; US;

	Country	Number	Kind	Date
Patent	WO	200126025	A1	20010412
Application	WO	2000US27108		20001002
Priorities	US	99157236		19991001

Detailed Description:

...manager can process the grievance. The third party
system manager accesses the system and is **presented**
with the **grievances received** for each company account
associated with the system. Each complaint will
indicate from the interactive...

Claims:

...A method of resolving complaints
between an employee and an employer, comprising thesteps of:**receiving** an employee
initiated **complaint**at a third party **organization**;processing said **complaint**;
and**intermediating** between said employee and**said employer to resolve said complaint.
17 The method...to request input
from the worker via the input device, and to**determine from the **input** a type of
grievancepresented; and**is the interface further being operable under**control of the program
to forward said...

15/3K/3 (Item 3 from file: 349) **Links**
Fulltext available through: Order File History
PCT FULLTEXT
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00754024
APPARATUS AND METHOD FOR NEGOTIATING OVER A NETWORK
DISPOSITIF ET METHODE PERMETTANT DE FACILITER UN ACCORD SUR UN
RESEAU

Patent Applicant/Patent Assignee:

• **SPEEDSOLVE COM**
   1030 Massachusetts Avenue, Cambridge, MA 02138; US; US(Residence);
   US(Nationality)

Inventor(s):

• **COLLINS Eric**
   988 Memorial Drive #281, Cambridge, MA 02138; US

• **PRICE Alan**
   15 Corporal Burns Road, Cambridge, MA 02138; US

Legal Representative:

- **SUNSTEIN Bruce D(et al)(agent)**
  Bromberg & Sunstein LLP, 125 Summer Street, Boston, MA 02110-1618; US;

	Country	Number	Kind	Date
Patent	WO	200067426	A2-A3	20001109
Application	WO	2000US11701		20000428
Priorities	US	99131690		19990430
	US	99141182		19990625
	US	99148605		19990812

Detailed Description:

...in a negotiation session to resolve a situation. Although Fig. la shows only two parties **there** may be more than two parties engaged in a negotiation session. Each party preferably has...parties, according to the ratings given by the parties. In an alternate embodiment, Step 520 **does** not involve the parties independently choosing ZOPA components and rating them. In another embodiment of... ...530. The first party may select one 30 of the ZOPA components as an ideal **resolution** or may **choose** a unique **resolution** . The offered **resolution** must be legitimized. The first party legitimizes the offered resolution
14
by giving reasons supporting... select a desired resolution in Step 1213 from the set of ZOPA components, or may **choose** the first party's proposed **resolution**. If there are remaining issues in Step 1214 the process loops back to Step 1212...
...components retrieved in step 1212 of Fig. 12b as well as the first party's **proposed** modified **resolution**. The second party may **select** a desired **resolution** in Step 1253 from the this set of possible resolutions or may choose to modify

17/3K/19 (Item 19 from file: 349) **Links**
Fulltext available through: Order File History
PCT FULLTEXT
00545209
COMPUTERIZED DISPUTE RESOLUTION SYSTEM AND METHOD
SYSTEME ET PROCEDE INFORMATIQUES SERVANT A RESOUDRE UN LITIGE

Patent Applicant/Patent Assignee:

- **CYBER$ETTLE COM INC**

Inventor(s):

- **BURCHETTA James D**

- **BROFMAN Charles S**

	Country	Number	Kind	Date
Patent	WO	200008582	A1	20000217
Application	WO	99US17737		19990806
Priorities	US	98130154		19980806

Claims:

...a claim, and to be bound by a resolution of
the claim transmitted from the **automated dispute resolution system**; **receiving** an
engagement indication from a second party to engage the automated dispute resolution system
for...a claim, and to be bound by a resolution of the claim transmitted from the **automated
dispute resolution system;receiving** an engagement indication from a second entity, adverse
to the first entity with respect to...further comprising:storing case related information for the
settlement and the paymentamount in the **automated dispute resolution system** for
tabulation.
61 A **dispute** settlement method comprising:
receiving offers and demands with respect to a claim, each of the offershaving been
received...receiving a first value from a first entity with respect to a claim in anautomated
dispute resolution system;receiving a second value from a second entity with respect to the
claimin the automated... ...revealeither of the first or second values; andreceiving the new
value in the **automated dispute resolution system** .
81 A **dispute** settlement method comprising:
receiving a claim sub mitted by an initiator for a dispute resolutionnegotiation;subsequent to
the...usage by the first or second entity.139. The method of claim 138 further including:
receiving third signals from the **dispute resolution system** forforwarding to a **computer**
associated with either the first or the second entity which, when received, would cause the...

17/3,K/35 (Item 8 from file: 350) **Links**
    Fulltext available through: Order File History
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0009207360 & & *Drawing available*
WPI Acc no: 1999-132519/199911
Related WPI Acc No: 1996-476690
XRPX Acc No: N1999-096491
**Computer based method for recording and processing complaints - involves
complainant registering complaint anonymously and subject being able to respond and
participate in negotiating settlement of complaint**
Patent Assignee: SLOO M A (SLOO-I)
Inventor: SLOO M A

Patent Family (6 patents, 81 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 1999004356	A1	19990128	WO 1998US9166	A	19980505	199911	B
US 5895450	A	19990420	US 1995392053	A	19950222	199923	E
			US 1997892600	A	19970714		
AU 199873695	A	19990210	AU 199873695	A	19980505	199925	E
EP 1012766	A1	20000628	EP 1998920985	A	19980505	200035	E
			WO 1998US9166	A	19980505		
AU 734340	B	20010614	AU 199873695	A	19980505	200140	E
JP 2001510919	W	20010807	WO 1998US9166	A	19980505	200150	E
			JP 2000503500	A	19980505		

Original Publication Data by AuthorityArgentinaPublication No. Claims:Claim 7. A **complaint handling computer** apparatus **for handling user complaints** from **complainants** against **subjects**, said apparatus comprising:**receiving** means for **receiving a complaint from** a complainant **against a subject** and a response to said complaint from the subject;negotiating means for negotiating a settlement...

17/3,K/37 (Item 10 from file: 350) <u>Links</u>
   Fulltext available through: <u>Order File History</u>
Derwent WPIX

0007725044 & & *Drawing available*
WPI Acc no: 1996-348301/199635
XRPX Acc No: N1996-293589
Subscriber's grievance call processing system in electronic exchange - connects specified terminal generating grievance report, to test supplement circuit through switch using test controller
Patent Assignee: NEC CORP (NIDE)
Inventor: ISHIDA E

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
JP 8163243	A	19960621	JP 1994307546	A	19941212	199635	B

Priority Applications (no., kind, date): JP 1994307546 A 19941212

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
JP 8163243	A	JA	4	2	

Alerting Abstract ...ADVANTAGE - Enables **automatic** testing of **received grievance** report even in absence of maintenance person. Reduces work load of maintenance person.

17/3K/21 (Item 21 from file: 349) <u>**Links**</u>
    Fulltext available through: <u>Order File History</u>
PCT FULLTEXT

00473004
METHOD AND APPARATUS FOR HANDLING COMPLAINTS
PROCEDE ET APPAREIL POUR GERER DES RECLAMATIONS

Patent Applicant/Patent Assignee:

• **SLOO Marshall A**

Inventor(s):

• **SLOO Marshall A**

	Country	Number	Kind	Date
Patent	WO	9904356	A1	19990128
Application	WO	98US9166		19980505
Priorities	US	97892600		19970714

Detailed Description:

...terminals, and a
communications network coupling the central computer with the access
terminals. The central **computer** is programmed to **receive complaints** and
responses, store the complaints and responses in individual data records, and negotiate
settlements to ...

Claims:

...Claims:
1 A computer program stored on a computer-readablememory device for directing a
computer to **handle** user **complaints** againstsub.ects, said **computer** program comprising:
receiving means for **receiving** a **complaint** from a complainant againsta subject and a
response to said complaint from the subject...telecommunicationsnetwork.
16 A method of handling user complaints against subjects
comprising the steps of:**receiving** into a **complaint handling computer** means a complaint
froma complainant against a subject and storing said **complaint** in adata record-,**receiving**
into said **complaint handling computer** means a response tosaid complaint from the subject
and storing said response in said... ...the complainthanding computer means to retrieve and
review the contents ofthe data record;**receiving** into said **complaint handling computer**
means a judgment ofthe complaint rendered by the negotiator; andstoring said judgment in...

17/3,K/32 (Item 5 from file: 350) **Links**
   Fulltext available through: Order File History
Derwent WPIX

0009959844 & & *Drawing available*
WPI Acc no: 2000-261994/200023
XRPX Acc No: N2000-195492
Interactive complaint audio recording system for rectification of telephone connection failure and accident inquiry, has processor to detect location identifier corresponding to received complaint data
Patent Assignee: NIPPON DENSHI SERVICE KK (NIDE-N)
Inventor: HABARA T; INOUE H; ONISHI K; TAKESADA M; YAMAGISHI N

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
JP 2000067064	A	20000303	JP 1998233857	A	19980820	200023	B

Alerting Abstract ...NOVELTY - An information **processor** (100) **processes** the received **complaint** audio data of a person, specifying about an accident or service failure and records it...

17/3,K/36 (Item 9 from file: 350) **Links**
   Fulltext available through: Order File History
Derwent WPIX

0007847081 & & *Drawing available*
WPI Acc no: 1996-476690/199647
Related WPI Acc No: 1999-132519
XRPX Acc No: N1996-402073
Computerised product user complaint handling method - involves using computer for receiving and storing complaint in directory categorised by vendor and product and storing corresponding vendor response
Patent Assignee: SLOO M A (SLOO-I)
Inventor: SLOO M A

Patent Family (6 patents, 69 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 1996026496	A1	19960829	WO 1996US2650	A	19960222	199647	B
AU 199650289	A	19960911	AU 199650289	A	19960222	199651	E
US 5668953	A	19970916	US 1995392053	A	19950222	199743	E

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EP 811200	A1	19971210	EP 1996907129	A	19960222	199803	E
			WO 1996US2650	A	19960222		
AU 697946	B	19981022	AU 199650289	A	19960222	199903	E
JP 11501137	W	19990126	JP 1996525858	A	19960222	199914	E
			WO 1996US2650	A	19960222		

...involves using computer for receiving and storing complaint in directory categorised
by vendor and product and storing corresponding vendor response Original Publication
Data by AuthorityArgentinaPublication No. Original Abstracts:A method and apparatus
for handling a complaint and associated response in a computer by way of a
telecommunications network is provided. The complaint handling method includes the steps
of receiving a complaint (202), notifying the subject of the complaint (210), receiving a
response to the complaint from the subject, and storing the complaint and associated
response on a publicly accessible computer bulletin board (208... ... and associated response
in a computer by way of a telecommunications network is provided. The complaint
handling method includes the steps of receiving a complaint, notifying the subject of the
complaint, receiving a response to the complaint from the subject, and storing the
complaint and associated response on a publicly accessible computer bulletin board... ... for
handling a complaint and associated response in a computer by way of a telecommunications
network is provided. The complaint handling method includes the steps of receiving a
complaint (202), notifying the subject of the complaint (210), receiving a response to the
complaint from the subject, and storing the complaint and associated response on a publicly
accessible computer... ...Claims:complaints concerning products provided by a plurality of
different vendors comprising the steps of:providing complaint handling computer means
operable for receiving one of said complaints and a response thereto, said complaint
handling computer means including memory means for storing said complaint and
response and retrieving means for retrieving said complaint and response;receiving into said
complaint handling computer means said complaint concerning a product provided by a
vendor and storing said complaint in a directory categorized by a characteristic relating to
said product;notifying the vendor of the receipt of said complaint in said complaint
handling computer means;receiving into said complaint handling computer means said
response to said complaint from the vendor of said product and storing said response in said
directory in association with said complaint;creating... ... area in said complaint handling
computer means which can only be accessed by the complainant and the vendor;
andreceiving into said private message area negotiations between the complainant and the
vendor regarding said complaint...

17/3,K/33 (Item 6 from file: 350) **Links**
Fulltext available through: Order File History
Derwent WPIX

0009959843 & & *Drawing available* .
WPI Acc no: 2000-261993/200023
XRPX Acc No: N2000-195491
**Interactive content utilization system, has display device which displays text data when
read content of recording is text data**

Patent Assignee: NIPPON DENSHI SERVICE KK (NIDE-N)
Inventor: HABARA T; INOUE H; ONISHI K; TAKESADA M; YAMAGISHI N

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
JP 2000067063	A	20000303	JP 1998233752	A	19980820	200023	B

Alerting Abstract ...USE - For utilization of **interactive** content recorded when **receiving grievance**, inquiry, report of failure of computer, message of accident...

17/3,K/39 (Item 12 from file: 350) **Links**
  Fulltext available through: Order File History
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0005371952
WPI Acc no: 1990-371910/199050
XRPX Acc No: N1990-283624
Automatic claim receiver for telephone subscriber service - receives and stores claims automatically and obtains corresp. data for cause examinations NoAbstract Dwg 1/1
Patent Assignee: NEC CORP (NIDE)
Inventor: YOSHIZAWA T

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
JP 2268547	A	19901102	JP 198991204	A	19890410	199050	B

Original Titles:AUTOMATIC COMPLAINT REPORT **RECEIVER**

17/3,K/29 (Item 2 from file: 350) **Links**
  Fulltext available through: Order File History
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0012798694 & & *Drawing available*
WPI Acc no: 2002-655284/200270
XRPX Acc No: N2002-517782
Dispute settling system using Internet, accepts monetary and non-monetary offers of settlement and compares settlement offers to find overlapping value
Patent Assignee: DWYER S C (DWYE-I)
Inventor: DWYER S C

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20020069182	A1	20020606	US 1999169094	P	19991206	200270	B
			US 2000730632	A	20001206		

Dispute settling system using Internet, accepts monetary and non-monetary offers of settlement and compares settlement offers to find overlapping value

17/3K/20 (Item 20 from file: 349) **Links**
   Fulltext available through: Order File History
PCT FULLTEXT
00518075
SYSTEM AND METHOD FOR SECURE PRESENTMENT AND PAYMENT OVER OPEN NETWORKS
SYSTEME ET PROCEDE POUR PRESENTATIONS ET PAIEMENTS SURS VIA DES RESEAUX OUVERTS

Patent Applicant/Patent Assignee:

• CITIBANK N A

Inventor(s):

• ROSEN Sholom S

	Country	Number	Kind	Date
Patent	WO	9949427	A1	19990930
Application	WO	99US3094		19990212
Priorities	US	9845244		19980320

DeDetailed Description:

...merchant credential. A Tran Log function 174 maintains a log of trusted agent transactions. A **Resolve Dispute** function 178 **receives** tickets 8 and **electronic** objects to **resolve** a customer
complaint

Figure 5D shows the authority transactor functions. A Create Credential function 180 constructs and delivers...

17/3K/18 (Item 18 from file: 349) **Links**
   Fulltext available through: Order File History

PCT FULLTEXT
00577714
MATCHING SERVICE PROVIDERS WITH CUSTOMERS AND GENERATING PRODUCT/SERVICE SOURCING DATA
MISE EN CORRESPONDANCE DE FOURNISSEURS DE SERVICES AVEC DES CLIENTS ET PRODUCTION DE DONNEES DE RECHERCHE PRODUIT/SERVICE

Patent Applicant/Patent Assignee:

• **CADOUX Robert L**

• **O'CONNOR Terence P**

• **ANDRESHAK Joseph**

Inventor(s):

• **CADOUX Robert L**

• **O'CONNOR Terence P**

• **ANDRESHAK Joseph**

	Country	Number	Kind	Date
Patent	WO	200041087	A1	20000713
Application	WO	99US30854		19991228
Priorities	US	98114589		19981231
	US	99150296		19990823
	US	99469224		19991222

Detailed Description:

...and recommendations icon on the on-line menu provided by the service on the customized interface. The **complaint receives** a routing number provided by the system and is then recorded in the member's...

17/3,K/38 (Item 11 from file: 350) **Links**
   Fulltext available through: Order File History
Derwent WPIX

0007393444 & & *Drawing available*
WPI Acc no: 1995-393210/199550

Related WPI Acc No: 1993-160796; 1996-485938; 1997-353009; 1997-366125; 1997-366126; 1997-366127; 1997-366128; 1997-387693; 1997-515508; 2003-480686; 2006-490548
XRPX Acc No: N1995-286676

Open electronic commerce system - involves customer trusted agent securely communicating with first memory module whilst merchant trusted agent securely communicates with second money module
Patent Assignee: CITIBANK NA (CITI-N); ROSEN S S (ROSE-I)
Inventor: ROSEN S; ROSEN S S

Patent Family (50 patents, 63 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 1995030211	A1	19951109	WO 1995US3831	A	19950328	199550	B
AU 199521058	A	19951129	AU 199521058	A	19950328	199609	E
US 5557518	A	19960917	US 1994234461	A	19940428	199643	E
FI 199604032	A	19961008	WO 1995US3831	A	19950328	199702	E
			FI 19964032	A	19961008		
NO 199604538	A	19961205	WO 1995US3831	A	19950328	199707	E
			NO 19964538	A	19961025		
EP 758474	A1	19970219	EP 1995913817	A	19950328	199713	E
			WO 1995US3831	A	19950328		
US 5621797	A	19970415	US 1994234461	A	19940428	199721	E
			US 1995576992	A	19951219		
US 5642419	A	19970624	US 1994234461	A	19940428	199731	E
			US 1995574857	A	19951219		
CZ 199602513	A3	19971015	WO 1995US3831	A	19950328	199748	E
			CZ 19962513	A	19950328		
SK 199601176	A3	19971007	WO 1995US3831	A	19950328	199749	E
			SK 19961176	A	19950328		
BR 199507107	A	19970909	BR 19957107	A	19950328	199751	E
			WO 1995US3831	A	19950328		
JP 9511350	W	19971111	JP 1995528224	A	19950328	199804	E
			WO 1995US3831	A	19950328		
US 5703949	A	19971230	US 1994234461	A	19940428	199807	E
			US 1995575699	A	19951219		
			US 1996730158	A	19961023		
HU 76463	T	19970929	WO 1995US3831	A	19950328	199813	E
			HU 19962478	A	19950328		
NZ 283103	A	19980226	NZ 283103	A	19950328	199813	E
			WO 1995US3831	A	19950328		
NZ 329065	A	19980325	NZ 283103	A	19950328	199818	E
			NZ 329065	A	19950328		
NZ 329066	A	19980325	NZ 283103	A	19950328	199818	E
			NZ 329066	A	19950328		
NZ 329067	A	19980325	NZ 283103	A	19950328	199818	E
			NZ 329067	A	19950328		

NZ 329068	A	19980325	NZ 283103	A	19950328	199818	E
			NZ 329068	A	19950328		
KR 1997702540	A	19970513	WO 1995US3831	A	19950328	199821	E
			KR 1996705597	A	19961007		
AU 199852835	A	19980402	AU 199521058	A	19950328	199823	E
			AU 199852835	A	19980130		
AU 199852836	A	19980423	AU 199521058	A	19950328	199828	E
			AU 199852836	A	19980130		
AU 199852837	A	19980423	AU 199521058	A	19950328	199828	E
			AU 199852837	A	19980130		
AU 199852838	A	19980423	AU 199521058	A	19950328	199828	E
			AU 199852838	A	19980130		
AU 690662	B	19980430	AU 199521058	A	19950328	199829	E
AU 696726	B	19980917	AU 199521058	A	19950328	199849	E
			AU 199852837	A	19980130		
AU 697007	B	19980924	AU 199521058	A	19950328	199850	E
			AU 199852836	A	19980130		
AU 697013	B	19980924	AU 199521058	A	19950328	199850	E
			AU 199852838	A	19980130		
AU 701201	B	19990121	AU 199521058	A	19950328	199915	E
			AU 199852835	A	19980130		
US 5878139	A	19990302	US 1994234461	A	19940428	199916	E
			US 1995575937	A	19951219		
			US 1996774248	A	19961016		
MX 199605174	A1	19971201	MX 19965174	A	19961028	199936	E
HU 216671	B	19990830	WO 1995US3831	A	19950328	199940	E
			HU 19962478	A	19950328		
CA 2287130	A1	19951109	CA 2184380	A	19950328	200021	E
			CA 2287130	A	19950328		
CA 2287133	A1	19951109	CA 2184380	A	19950328	200021	E
			CA 2287133	A	19950328		
CA 2287136	A1	19951109	CA 2184380	A	19950328	200021	E
			CA 2287136	A	19950328		
RU 2136042	C1	19990827	WO 1995US3831	A	19950328	200033	E
			RU 1996122982	A	19950328		
US 6088797	A	20000711	US 1994234461	A	19940428	200037	E
			US 1995575699	A	19951219		
			US 1996730158	A	19961023		
			US 1997895395	A	19970716		
			US 1998138107	A	19980821		
CA 2287133	C	20001107	CA 2184380	A	19950328	200061	E
			CA 2287133	A	19950328		
CA 2287130	C	20001205	CA 2184380	A	19950328	200101	E
			CA 2287130	A	19950328		
US 6175921	B1	20010116	US 1994234461	A	19940428	200106	E
			US 1995575699	A	19951219		

			US 1996730158	A	19961023		
			US 1997895395	A	19970716		
CN 1147875	A	19970416	CN 1995192786	A	19950328	200108	E
CA 2184380	C	20010306	CA 2184380	A	19950328	200116	E
			WO 1995US3831	A	19950328		
EP 1083533	A2	20010314	EP 1995913817	A	19950328	200116	E
			EP 2000123115	A	19950328		
US 6205436	B1	20010320	US 1994234461	A	19940428	200118	E
			US 1995575699	A	19951219		
			US 1996730158	A	19961023		
			US 1997895395	A	19970716		
			US 1998138290	A	19980821		
EP 1100053	A2	20010516	EP 1995913817	A	19950328	200128	E
			EP 2000123116	A	19950328		
EP 1100054	A2	20010516	EP 1995913817	A	19950328	200128	E
			EP 2000123117	A	19950328		
EP 1100055	A2	20010516	EP 1995913817	A	19950328	200128	E
			EP 2000123118	A	19950328		
US 6336095	B1	20020101	US 1994234461	A	19940428	200207	E
			US 1995575699	A	19951219		
			US 1996730158	A	19961023		
			US 1997895395	A	19970716		
			US 1998197179	A	19981120		
JP 3315126	B2	20020819	JP 1995528224	A	19950328	200261	E
			WO 1995US3831	A	19950328		
MX 220393	B	20040513	WO 1995US3831	A	19950328	200501	E
			MX 19965174	A	19961028		

Original Publication Data by AuthorityArgentina**Publication No. ...Claims:**A method for **processing** a **dispute** over **electronic** merchandise, comprising the steps of:a customer trusted agent sending electronic merchandise and dispute information...

17/3K/10 (Item 10 from file: 349) <u>Links</u>
  Fulltext available through: <u>Order File History</u>
PCT FULLTEXT
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00792509
INTERNET ENABLED THIRD PARTY HUMAN RESOURCES COMPUTER SYSTEM AND METHOD
SYSTEME ET TECHNIQUE INFORMATIQUE VIA INTERNET FAISANT APPEL A UNE TIERCE PARTIE EN CAS DE PLAINTE DU PERSONNEL

Patent Applicant/Patent Assignee:

- **KAREN SMITH KIENBAUM & ASSOC**
  440 E. Congress, 4th Floor, Detroit, MI 48226-2917; US; US(Residence);
  US(Nationality); (For all designated states except: US)

Patent Applicant/Inventor:

- **KIENBAUM Karen Smith**
  6 Jefferson Court, Grosse Pointe Park, MI 48230-1904; US; US(Residence);
  US(Nationality)

Legal Representative:

- **RENKE Robert P(et al)(agent)**
  Artz & Artz, P.C., 28333 Telegraph Road, Suite 250, Southfield, MI 48034; US;

	Country	Number	Kind	Date
Patent	WO	200126025	A1	20010412
Application	WO	2000US27108		20001002
Priorities	US	99157236		19991001

Publication Language: English
Filing Language: English
Fulltext word count: 6691

Claims:

...and an employer as recited in
claim 16, further comprising the step of providing a**network** to **receive** said
employee initiated **complaint**.
20 The method of resolving complaints
between an employee and an employer as recited in...employer as recited in3 claim
16, further comprising the step of providing a4 **network** to **receive** said employee
initiated **complaint**.
20 The method of resolving complaints
2 between an employee and an employer as recited...

Non Patent Literature Non Full Text Subject Search

```
Set       Items    Description
S1        30532    S (COMPLAINT? OR ARGUMENT? OR DISPUT? OR GRIEVANCE? OR
GRIPE? OR CONFLICT OR PROTEST OR PROTESTS)(3N) (RESOL? OR SOLV? OR
SOLUTION OR PROCESS? OR SYSTEM? ? OR CHANNEL? OR DESK? ? OR COUNTER? ?
OR PROCEDUR? OR MEDIAT? OR INTERVENTION OR MANAG? OR HANDL? OR RECEIV?
OR RECEPT? )
S2         1002    S ((AUTOMAT? OR COMPUTER? OR INTERNET? OR NETWORK? OR
INTERACTIVE OR INTERFACE OR ELECTRONIC OR SOFTWARE OR MICROPROCESSOR?
OR PROCESSOR? OR CYBER? OR MACHINE)(4N)S1) OR ECOMPLAIN?
S3           28    S (PREPAR? OR OUTPUT? OR WRIT? OR ORGANIZ? OR SYSTEMAT?
OR LIST??? OR PRESENT?)(4N)(COMPLAINT? OR ARGUMENT? OR DISPUT? OR
GRIEVANCE? OR GRIPE? OR PROTEST OR PROTESTS)
S4           44    S (RECEIV? OR RECEPTION OR INPUT??? OR INTAK? OR
ACCEPT? OR READ? OR ENTER?) (4N)(COMPLAINT? OR PROBLEM? OR DISPUT? OR
GRIEVANCE? OR GRIPE? OR PROTEST OR PROTESTS)
S5           21    S (REMED? OR SOLUTION? ? OR FIX OR FIXES OR SOLV? OR
RESOLUT? OR RESOLV?) (5N) (SELECT? OR DECID? OR DECISION OR CALCULAT?
OR ASSESS? OR CHOOS? OR CHOICE? OR COMPUTE OR COMPUTING OR COMPUTES OR
COMPUTED )
S6           43    S (REMED? OR SOLUTION OR FIX OR FIXES OR SOLV? OR
RESOLUT? OR RESOLV?) (5N) (SUGGEST? OR PROPOS? OR ADVANCE OR ADVANCES
OR ADVANCING OR OFFER? OR PUT?()FORWARD OR RECOMMEND? OR SUBMI?)
S7          132    S S3 OR S4 OR S5 OR S6
S8          131    RD (unique items)
S9           91    S S8 NOT PY>2000
```

9/5,K/59 (Item 23 from file: 2) **Links**
  Fulltext available through: STIC Full Text Retrieval Options
INSPEC

05845890 **INSPEC Abstract Number:** C9502-7480-020
Title: Interactive decision support for requirements negotiation
Author Robinson, W.N.

Author Affiliation: Dept. of Comput. Inf. Syst., Georgia State Univ., Atlanta, GA, USA
Journal: Concurrent Engineering: Research and Applications   vol.2, no.3   p. 237-51

Language: English   **Document Type:** Journal Paper (JP)
Treatment: Practical (P)

Abstract: The concurrent engineering approach calls for the simultaneous consideration of a variety of concerns from a variety of perspectives. When a team is provided proper tools, such multifaceted analysis can reduce many common oversights early in the design process. However, issues common to all group interactions can hinder a concurrent engineering team. We present research which supports concurrent engineering teamwork during the initial, requirement, and specification stages of system design. Developing requirements from a group of analysts and system users is a difficult task. It entails conflict detection, resolution generation, and resolution choice. In essence, requirements must be negotiated. In this article we present a model for requirements negotiation and its automated support. The model calls for the independent representation of user requirements followed by their negotiation. The model centers around three themes: user participation, resolution generation, and negotiation records.~~ To support these themes, we have built a tool which provides: (1) automated methods for conflict detection and **resolution** generation; (2) an interactive **resolution choice** procedure; and (3) records of the negotiation process. After presenting the tool, called Oz, we describe the use of its interactive **resolution** search and **choice** procedure. We conclude that interactive decision support is necessary for effective requirements negotiation. (63 Refs)
 Subfile: C
Descriptors: concurrent engineering; group decision support systems; interactive systems
Identifiers: interactive decision support; requirements negotiation; concurrent engineering; multifaceted analysis; conflict detection; resolution generation; user participation; negotiation records; interactive **resolution choice** procedure; Oz
Class Codes: C7480 (Production engineering computing); C6130G (Groupware); C7102 (Decision support systems)
Abstract: ...a group of analysts and system users is a difficult task. It entails conflict detection, **resolution** generation, and **resolution choice**. In essence, requirements must be negotiated. In this article we present a model for requirements... ...themes, we have built a tool which provides: (1) automated methods for conflict detection and **resolution** generation; (2) an interactive **resolution choice** procedure; and (3) records of the negotiation process.

After presenting the tool, called Oz, we describe the use of its interactive **resolution** search and **choice** procedure. We conclude that interactive decision support is necessary for effective requirements negotiation.
Identifiers: ...interactive **resolution choice** procedure...
Astronomical Objects:

9/5,K/69 (Item 33 from file: 2) <u>Links</u>
  Fulltext available through: <u>STIC Full Text Retrieval Options</u>
INSPEC
(c) 2009 Institution of Electrical Engineers. All rights reserved.
04552178   **INSPEC Abstract Number:** D90000562
Title: The heat is on (Gas Consumers Council)
Author Hallahan, S.
Journal: Network   p. 56-63
Publication Date: Nov. 1989 **Country of Publication:** UK
CODEN: NWRKEA **ISSN:** 0269-3089

Language: English   **Document Type:** Journal Paper (JP)
Treatment: Practical (P)
Abstract: The Gas Consumers Council-the watchdog of British Gas-has opted to use 12 discrete networks in its regional offices to deal with the growing number of queries and **complaints** that it **receives**. The network was set up so that each region has access to its own database of complaints and enquiries, but it is the head-office database which processes the results of each regional database and issues the monthly reports. This pragmatic approach enables GCC's headquarters and regional offices to handle more than 100000 complaints a year. (0 Refs)
 Subfile: D
Descriptors: computer networks; public utilities
Identifiers: Gas Consumers Council; British Gas; networks; regional offices; database
Class Codes: D2130 (Public utilities); D5020 (Networks and inter-computer communications)
Abstract: ...discrete networks in its regional offices to deal with the growing number of queries and **complaints** that it **receives**. The network was set up so that each region has access to its own database...

 9/5,K/23 (Item 6 from file: 583) <u>Links</u>
Gale Group Globalbase(TM)
(c) 2002 Gale/Cengage. All rights reserved.
09285973
Mejoria del servicio ha reducido las muertespor electrocucion

DOMINICAN REP: ELECTRICITY QUALITY HAS IMPROVED
El Siglo (Dominican Republic) (AXN) 09 May 2000 Online
Language: SPANISH

In the Dominican Republic, electricity entity Superintendencia de Electricidad (SDE) has

improved its quality of service and attention to consumer concerns, and is now implementing an educational program to help customers better understand how to effectively utilize electricity. As for the quality of electricity service, the entity has improved its networks and their security by applying safety measures to low, medium, and high-voltage networks. These efforts are evident in the reduction of electrocution deaths, which were high due to low-quality, dangerous connections, undetected by the consumer. Secondly, the SDE has put into practice a method of facilitating customer concerns with the introduction of resolution 27. This mechanism allows the SDE to **receive complaints** automatically from electricity companies to quickly reply to concerns and needs, thereby reducing complaints. As a result of this innovative way of dealing with problems, complaints have dropped from 130,000 (August 1999-January 2000) to 30,000 to date. The SDE will also implement an educational program for consumers by way of brochures to be placed in customer billing statements, company offices, and in major newspapers. The brochures will outline ways to conserve energy during peak periods in the summer, and consumer rights and obligations. Meanwhile, there are still aspirations to deregulate the SDE and grant autonomy to the entity with the approval of the general electricity law, which was submitted to Congress in August 1999 and is pending decision.

Company: SUPERINTENDENCIA DE ELECTRICIDAD

Product: Energy Conservation (2900EC); Energy Department (9106EN); Production Management (9913); Electric Power Generating (4911);
Event: Sales & Consumption (65); Company/Organisational History (12); National Government Economics (94); Product Standards (35);
Country: Dominican RepUBLIC (3DOM);

...facilitating customer concerns with the introduction of resolution 27. This mechanism allows the SDE to **receive complaints** automatically from electricity companies to quickly reply to concerns and needs, thereby reducing complaints. As...

NonPatent Literature Full Text Subject Search

[File 15] **ABI/Inform(R)** 1971-2009/Jan 20

[File 9] **Business & Industry(R)** Jul/1994-2009/Jan 20

[File 610] **Business Wire** 1999-2009/Jan 21
File 610: File 610 now contains data from 3/99 forward. Archive data (1986-2/99) is available in File 810.

[File 810] **Business Wire** 1986-1999/Feb 28

[File 275] **Gale Group Computer DB(TM)** 1983-2009/Dec 26

[File 624] **McGraw-Hill Publications** 1985-2009/Jan 21

[File 621] **Gale Group New Prod.Annou.(R)** 1985-2009/Dec 18

[File 636] **Gale Group Newsletter DB(TM)** 1987-2009/Jan 01

[File 613] **PR Newswire** 1999-2009/Jan 21
File 613: File 613 now contains data from 5/99 forward. Archive data (1987-4/99) is available in File 813.

[File 813] **PR Newswire** 1987-1999/Apr 30

[File 16] **Gale Group PROMT(R)** 1990-2009/Jan 01
File 16: Because of updating irregularities, the banner and the update (UD=) may vary.

[File 160] **Gale Group PROMT(R)** 1972-1989

[File 634] **San Jose Mercury** Jun 1985-2009/Jan 17

[File 148] **Gale Group Trade & Industry DB** 1976-2009/Jan 07
File 148: The CURRENT feature is not working in File 148. See HELP NEWS148.

[File 20] **Dialog Global Reporter** 1997-2009/Jan 21

```
Set     Items   Description

S1     735683    S (COMPLAINT? OR ARGUMENT? OR DISPUT? OR GRIEVANCE? OR
GRIPE? OR CONFLICT OR PROTEST OR PROTESTS)(3N) (RESOL? OR SOLV? OR
SOLUTION OR PROCESS? OR SYSTEM? ? OR CHANNEL? OR DESK? ? OR COUNTER? ?
OR PROCEDUR? OR MEDIAT? OR INTERVENTION OR MANAG? OR HANDL? OR RECEIV?
OR RECEPT? )
S2      14799    S ((AUTOMAT? OR COMPUTER? OR INTERNET? OR NETWORK? OR
INTERACTIVE OR INTERFACE OR ELECTRONIC OR SOFTWARE OR MICROPROCESSOR?
OR PROCESSOR? OR CYBER? OR MACHINE)(4N)S1) OR ECOMPLAIN?
S3        692    S (PREPAR? OR OUTPUT? OR WRIT? OR ORGANIZ? OR SYSTEMAT?
OR LIST??? OR PRESENT?)(4N)(COMPLAINT? OR ARGUMENT? OR DISPUT? OR
GRIEVANCE? OR GRIPE? OR PROTEST OR PROTESTS)
S4       2393    S (RECEIV? OR RECEPTION OR INPUT??? OR INTAK? OR
ACCEPT? OR READ? OR ENTER?) (4N)(COMPLAINT? OR PROBLEM? OR DISPUT? OR
GRIEVANCE? OR GRIPE? OR PROTEST OR PROTESTS)
S5        969    S (REMED? OR SOLUTION? ? OR FIX OR FIXES OR SOLV? OR
RESOLUT? OR RESOLV?) (5N) (SELECT? OR DECID? OR DECISION OR CALCULAT?
OR ASSESS? OR CHOOS? OR CHOICE? OR COMPUTE OR COMPUTING OR COMPUTES OR
COMPUTED )
S6       1166    S (REMED? OR SOLUTION OR FIX OR FIXES OR SOLV? OR
RESOLUT? OR RESOLV?) (5N) (SUGGEST? OR PROPOS? OR ADVANCE OR ADVANCES
OR ADVANCING OR OFFER? OR PUT?()FORWARD OR RECOMMEND? OR SUBMI?)
S7         16    S S6(4W)S5
S8          9    S S7 NOT PY>2001
S9         16    S S6(4N)S5
S10         0    S S9 NOT S7
S11       195    S S3(4N)S2
S12       119    S S11(S)S4
S13        68    S S12 NOT PY>2000
S14        10    S S13(S)S4
S15       347    S S5(4N)S2
S16         1    S S15(S)S6
S17         0    S S16 NOT PY>2000
S18      5814    S S2 AND COMPLAINT?
S19       422    S S18 AND S3
S20       180    S S19 AND S4
S21        13    S S20 AND S5
S22         9    S S21 NOT PY>2000
S23         9    RD  (unique items)
S24        29    S S20 AND S6
S25        22    RD  (unique items)
S26        12    S S25 NOT PY>2000
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39

8/3,K/9 (Item 2 from file: 148) <u>Links</u>
Gale Group Trade & Industry DB
09022466 **Supplier Number:** 18757045 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Relational development in computer-supported groups.
Chidambaram, Laku
MIS Quarterly , v20 , n2 , p143(23)
June , 1996
ISSN: 0276-7783
Language: English
Record Type: Fulltext; Abstract
Word Count: 9313   **Line Count:** 00791

```
...manual" groups: Read case (right arrow) Generate ideas (right
arrow)
Discuss alternatives (right arrow) Evaluate choices (right arrow)
Propose solution. Computer-supported groups used a GSS
(GROUPSYSTEMS(R)(TM)) in a laboratory where each member...
```

8/3,K/8 (Item 1 from file: 148) <u>Links</u>
Gale Group Trade & Industry DB
10575702 **Supplier Number:** 21239093 (USE FORMAT 7 OR 9 FOR FULL TEXT)
A theory of task/technology fit and group support systems effectiveness.

Zigurs, Ilze; Buckland, Bonnie K.
MIS Quarterly , v22 , n3 , p313(22)
Sept , 1998
ISSN: 0276-7783
Language: English
Record Type: Fulltext; Abstract
Word Count: 11224   **Line Count:** 00942
```
...expected in problem tasks. It has been shown that a task that
required
consolidating different solution proposals and
deciding on the best one had the highest performance with a GSS
configuration that emphasized information...
```

22/3,K/8 (Item 1 from file: 148) <u>Links</u>
Gale Group Trade & Industry DB
10651424 **Supplier Number:** 21273137 (USE FORMAT 7 OR 9 FOR FULL TEXT)
When the customer is right: service companies benefit by applying decision support

systems that address customer complaints.

...the customer is right: service companies benefit by applying decision support systems
that address customer complaints.

Abstract: A decision support system (DSS) model that can be applied to customer
complaint resolution is developed. This model of the complaint process addresses four
important areas, namely, data gathering, decision making, tracking and auditing, and design...
...warehouse, customer input, and field operational data. The second part in the design of
customer complaint system, which involves decision making, tends to be the most
challenging. Relevant factors that should be identified are complaint types, impart factors
and output action options. The third component of the DSS model, tracking and auditing,
can be successful if employee compliance with the complaint management strategy is
audited. Finally, the design of the DSS should involve partnership between the...
Abstract:

Text:

```
...very competitive economic environment. This article focuses on
one
critical element of serving customer needs - complaint
management.
When companies fail to meet or exceed customer expectations,
customers will
either complain or go elsewhere. It is imperative that customer
complaints be identified so that necessary corrective actions can
be
taken. Doing so can enhance service...

...facilitate survival of the firm. This article discusses the
customer
service process, customer satisfaction, and complaints, then
develops a decision support system model that can be used to
resolve
complaints.
```

```
...  . .
     The customer information system addresses four basic
functions: data collection, complaint resolution, data storage,
and technical
```

analysis. We will assume data collection and storage are
available and
concentrate on the **complaint** resolution and technical analysis
processes. As stated earlier, the **complaint** resolution process is
where the critical decisions are made. If the customer
information system is merely an **automated** transaction processing
system, **management** will not **resolve complaints** satisfactorily.
This is due to the number and complexity of decisions that must
be made...

...DSS. Designers and users must work together for successful
implementation of a DSS to support **complaint** management in an
organization. Once this stage of the model has been completed, an
effort should be made to...

...This allows managers to ensure that the system is meeting all
the
objectives of the **complaint** management system. Figure 5 proposes
a
modification to the DSS model by adding technical analysis to the
process.
    Periodically, management needs to download **complaint** data
from
the data warehouse for analysis. This analysis needs to be done
in order to
correct process deficiencies, and update service level standards.